



ANNUAL REPORT

About Us

From Our Executive Director

Kathleen Cloutier

Executive Director



Our Mission

We cultivate an inclusive community for immigrants and those seeking refuge by providing integrated services, fostering cross-cultural understanding, and nurturing strong partnerships.

Our Vision

We envision a future where everyone is welcome and has the opportunity to thrive and prosper.

Our Core Values

Respect, Integrity, Agility, Inclusivity

These foundational principles influence our day-to-day operations as well as shape the direction in which we aspire to lead our community.



Looking back over the past year, we have much to be grateful for, especially the generous support of our partners, supporters, volunteers, and dedicated staff that has allowed Dorcas International to serve more than 6,000 people.

Over the last 12 months, we have taken the time to reflect on our strengths and identify areas for improvement. With many people currently in need of our services and many more expected in the future, we are firm in our commitment to doing what we do best: Making Rhode Island a more welcoming community for all.

Our Adult Education & Training program, thanks to the efforts of our staff and volunteers, continues to be the leading adult education provider in Rhode Island. We have witnessed increased innovation, flexibility, and creativity in the classroom, and the results are noteworthy. Most notably we saw extremely low attrition rates and individual learning outcomes that far exceeded our expectations.

Instructors have continued to collaborate with outside agencies to organize field trips while also including hands-on activities like gardening and dance classes to encourage our learners to step outside their comfort zones and work together. The combination of in-classroom learning and real-life experience is essential for their growth as they embark on a path to self-sufficiency.

Meanwhile our Citizenship and Immigration Services (CIS) remain in high demand, thus expanding our team to meet the wide-ranging legal needs of clients. Thousands of lives were transformed due to their expertise and fierce commitment.

This year we also expanded our CIS team in order to take on complex cases at low bono rates which in many instances would be unaffordable for many individuals and families. Now, the most vulnerable of our clients—qualified unaccompanied youth—also have access to our legal services, free of charge. With an attainable pathway to citizenship before turning 18 and facing deportation, our youth have a bright future in the United States.

While this year has been challenging for many with the rising cost of living and much uncertainty on the horizon, we are deeply grateful for your continued support, making us proud to call Rhode Island home for all.

We look forward to continuing to grow together.

Kathleen Cloutier Executive Director

Refugee Resettlement

Amidst intensifying global crises, Dorcas International witnessed an increase in resettlement cases. We experienced a notable 20% surge in arrivals from Central and South America, an increase driven by the asylum alternatives provided at the U.S. border which facilitated processing in their home countries. Meanwhile, over 50 individuals also arrived from the Democratic Republic of Congo, escaping a multifaceted crisis marked by armed conflict, political instability, and natural disasters; and another wave of Afghans sought refuge from the Taliban's ongoing threats. Additionally, we also saw a significant influx of Syrians seeking safety from what is the world's most severe displacement crisis.



Our Numbers At-a-Glance



Reunited **152** unaccompanied youth from **12** different countries (Guatemala, Haiti, Honduras, Colombia, El Salvador, Egypt, Peru, Ecuador, India, Mexico, Dominican Republic, Venezuela)

Conducted mental health screenings for all resettled, including unaccompanied youth, providing inhouse mental health services to 145 individuals and referrals for hundreds more



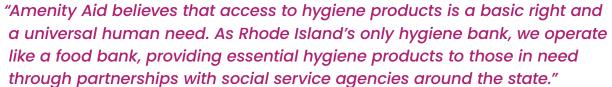
Many of our new arrivals, including unaccompanied youth, arrive with little more than the clothes they are wearing. At our Refugee Resource Center (RRC), we step in to provide crucial essentials like hygiene products, deodorant, clothing, and diapers to help them begin their new lives with dignity.

Thanks to Rhode Island's only Hygiene Bank, Amenity Aid, we've been fortunate to receive generous donations of soap, shampoo, and other hygiene necessities to help offset the cost for providing these essentials to our newly arriving neighbors.

Additionally, we were fortunate to receive 300 pairs of new shoes for children and adults from the Gotta Have Sole Foundation.

We are so grateful to all the individuals, organizations, schools, faith-based groups, and local businesses who so graciously help offset the rising costs of these basic necessities through in-kind donations, refugee restart kits, donation drives and volunteering. Your generosity helps ensure that these individuals can start anew with the fundamental resources they need to thrive.





– Liz Duggen, Founder and Executive Director, Amenity Aid



Citizenship & Immigration

Our citizenship and immigration services remain in high demand, and while the need for our help continues to grow, so too does our team. From naturalization and permanent residence applications to family petitions and deportation defense, our professionals handled a wide array of legal issues, including temporary protected status, deferred action, unlawful presence waivers, asylum, and immigration legal services for victims of crime. Over the course of the year, our dedicated team assisted thousands of individuals, transforming many lives with their expertise and commitment.

We also expanded our CIS team so we are able to take on the more complex cases at low bono rates that are otherwise unaffordable to low income and indigent immigrants. Now we are also able to provide free legal services to the most vulnerable of our clients—unaccompanied youth—with a pathway to citizenship and a future in the United States.

Our Numbers At-a-Glance

Number of clients helped: 4,766

Total number of cases filed: 2,181

Total number naturalization apps filed: 600

Total number of employment authorizations filed: 538

Total number of applications filed on behalf of victims of crime: 131

Total number of permanent residency apps filed: 260

Special immigrant juvenile cases filed: 17

Total apps filed on behalf of Afghan evacuees resettled in RI: **254**





Carla's Story

Originally from the Dominican Republic, Carla grew up in Rhode Island but never obtained U.S. citizenship. She married her high school boyfriend and had three children. Her husband, a U.S. citizen became abusive and threatened her with deportation and losing her children if she tried to leave him. Not knowing what to do, she sought help here at Dorcas International and had a self-petition filed as the abused spouse of a U.S. citizen. Within three months, Carla obtained her employment authorization and was able to get a social security number and then her driver's license, lessening her fears of deportation and losing her children. Not only did she gain the self-esteem that comes from work and financial independence, once her self-petition was approved, Carla obtained her green card and separated from her husband.

Now, Carla is a U.S. citizen; owns her own home; and works as a paralegal. She and her children live together, free from violence and fear.

"The staff's expertise and thorough understanding of the immigration process were invaluable. They made sure every detail was covered, providing clear explanations and guidance every step of the way. Their dedication to helping us was truly remarkable.

I highly recommend Dorcas
International Institute of Rhode
Island for their exceptional service
and the amazing team they have."
- Yusuf



Adult Education

Our educators, support staff, and curriculum are dedicated to meeting students where they are in their learning journey, providing them with the tools they need to succeed and achieve their goals. Whether the focus is on enhancing English language skills or developing essential job competencies, we are committed to delivering tailored support that addresses each student's specific needs.

This year, we saw significant growth in the classroom. After bringing on an experienced Education Manager who is keenly aware of educational research and technology trends, staff received the support and training needed to let their creativity blossom. We observed an uptick in hands-on activities such as gardening, field trips, and dance classes, providing both teachers and students with opportunities to benefit from practices that enhance the learning experience and adapt to the ever-changing educational landscape.

And we didn't just see advancement in the classroom. In June, we hosted one of our most successful and special Student and Classroom Volunteer Recognition and Celebration events, complete with keynote speakers, a recognition ceremony, and a performance by one of our students who is a star in his native Congo. Showcasing the hard work and dedication of more than 600 English language learners and the passionate volunteers who help make their learning experience so meaningful, the event was a testament to our students and volunteers' dedication and a reminder of our commitment to our work.







Juan's Story

Juan made a life-changing decision: He decided to learn to read and write. Since then, Juan's dedication to self-improvement has been nothing short of inspirational.

When asked about his decision to enroll in English classes at Dorcas International, he replied matter-offactly, "I need to learn to read and write. It's time."

When Juan first came to the United States some years ago, he found it relatively easy to pick up spoken English. However, his mother couldn't afford to send him to school when he was a child in Guatemala, so he never learned to read and write in Spanish, making translating these skills into his second language challenging.

Outside the classroom, Juan works as a cook, often leaving work at 1:00 AM after a 15-hour shift. Yet, even with his busy work schedule, he can attend class three days a week. Juan admits that getting out of bed can be challenging some mornings, but he never misses a class. He always arrives early and cheerfully puts his whole attention into it, making the most of every moment.

When he first joined the English classes at Dorcas International, Juan struggled to learn the letters of the alphabet and how to hold a pencil. Progress was slow in those initial weeks, but his determination and faith in his abilities kept him going. He knew that with practice, he would eventually succeed.

Juan's unwavering effort has started to pay off. Today, he can read simple illustrated books by sounding out unfamiliar words, and his handwriting improves daily as his fine motor skills and memory improve, allowing him to form words and short sentences.

As Juan's reading and writing improves, his joy in discovering new things about language is infectious. Recently, it was hard not to smile along with him as he excitedly grasped that adding an "s" at the end of a noun makes it plural.



Employment Services & Job Training

This past year our team guided and supported nearly 1,000 individuals as they worked towards their employment goals, providing comprehensive help with job searches and applications. Hundreds of our clients explored new career paths and gained fresh skills through our job training programs. All found their path to a more self-sufficient and thriving life.

We take great pride in our valuable community partnerships with local employers and organizations, which play a crucial role in supporting our clients, their businesses, and the broader community.

Our Numbers At-a-Glance

Provided employment preparation, training and job placement services to 996 individuals

"We are truly grateful for the support of local employers who provide our clients with opportunities to earn a good living and support their families. Achieving selfsufficiency is a community effort, and together we are making a meaningful impact."





Haidar's Story

Haidar is a Syrian refugee who recently arrived in the United States. After spending many years in Egypt seeking a better life after the war broke out in his home country, Haider relied on his trade skills, which he learned from his father, to support himself and his family by opening a repair shop in Cairo.

Understanding that Haidar already had specialized skills, specifically working on electric motors, pumps, and generators, our Employment Services staff worked with him to identify a job that would nurture his talents.

Haidar's Employment Counselor referred him to Walco Electric in Providence, where he was offered a position. Starting this past summer, Haidar is now using his skills to gain professional experience in his new home, allowing him to achieve self-sufficiency for himself and his family.



WelcomingRI, A Safe Space For All

In celebration of Immigrant Heritage Month and World Refugee Day, this past June, we were thrilled to unite our Dorcas International community for a memorable client-centric evening at the Roger Williams Park Zoo with what turned out to be record breaking attendance! The event fostered a deep spirit of inclusion while offering families, volunteers, board, and staff a wonderful, safe and enjoyable experience together.

WelcomingRI was made possible thanks to our Presenting Sponsor, Amica Insurance as well as our other generous sponsors.

> "We generally see our clients on their worst days. Today we got to see families smiling, laughing, and truly enjoying an evening at the zoo."







Thanks to Our Community Partners:











Thank you

Presenting Sponsor

mica

















Clothing Collaborative

Partnering with Rhode Island agencies to serve clients who meet income and job search criteria, the Clothing Collaborative offers free seasonally appropriate work attire, and personal hygiene products to low-income individuals in Rhode Island who are in job training programs and/or seeking employment.

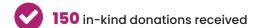
This past year the Clothing Collaborative moved to 100 Niantic Avenue in Providence where clients can now receive what they need in a bright and welcoming space.

Our dedicated volunteers, corporate teams, and the generous in-kind gifts and donation drives from schools, faith-based groups, businesses, and individuals have been and continue to be crucial to our success. We are also fortunate to receive donations of soap, shampoo, and other hygiene necessities from Rhode Island's only Hygiene Bank, Amenity Aid. Their individual and collective support ensures we can offer vital resources to job seekers in need. Your involvement makes a real difference, and we are profoundly grateful for your continued generosity!

Our Numbers At-a-Glance









"Having recently retired, I've discovered that filling idle hours with meaningful work is crucial to one's emotional and physical health. I've met newly arrived refugees from across the globe and contributed to the early building stage of their lives here. I am struck by the absolute kindness of clients and with many, our ability to communicate in spite of not speaking a common language."

— Betsy



From individuals and families in need of translation and interpreting assistance, to hospitals, schools, businesses, and government, as well as community partners, Pinpoint Translation Services is in high demand. With fluency and cultural competence in more than 200 languages and dialects, Pinpoint has cultivated a global community in New England and beyond for more than 35 years.

A social enterprise of Dorcas International, Pinpoint provides professional in person, over the phone, and video-remote interpreting as well as document and website translation and credential evaluation and recognition services to both individuals and institutions.

"I like being able to provide direct help and comfort to people who are under high stress who need interpretation services."

- Marla

Our Numbers At-a-Glance



42,413 total interpreting sessions completed

- **4,413** in-person interpreting
- 38,000 over-the-phone interpreting



1,428 translations completed

Finding Her Future

When Yina first arrived in the United States from the Dominican Republic, she didn't know where to start. Yet, that feeling of being lost quickly faded when she started learning English and realized that this was the key to acquiring the skills and knowledge needed to achieve self-sufficiency. Since then, Yina's journey has been one of many achievements, and she has discovered confidence in herself through challenges.

After being introduced to Dorcas International by her family and relatives, Yina enrolled in teacher Angela Muhuri's online English class. Initially, Yina was hesitant about virtual learning, as she found online courses tedious and difficult to pay attention to in the past. However, her perspective quickly changed when she realized that Angela's dynamic and interactive classes challenged her to learn something new daily, such as new words and phrases, and encouraged her to improve her speaking and vocabulary skills.

Angela's structured courses required each student to have their cameras on, be ready to engage, and be committed to completing their assignments. Even though they weren't meeting in person, Yina felt supported when facing challenges, particularly with writing. Working closely with Jane, a regular volunteer in Angela's class, Yina overcame her initial struggles and reached a point where she could not only write in English but also enjoyed it. For Yina, being immersed in English every day and talking with classmates on a similar journey showed her that she was not alone but part of a community that was learning together.



While the basics like spelling, grammar, and pronunciation are important, Yina found that the focus on American culture helped her gain confidence in communicating in everyday life. Learning to break the ice and start a conversation gave Yina a sense of freedom, as she could speak without fear. This boost in confidence was a turning point in Yina's journey.

Feeling motivated, Yina applied her new English skills to practical steps toward advancing her new life. She worked closely with staff from the Employment Services team to practice for her first job interview in English. The mock session helped Yina better understand the job market and questions likely to arise.

Since then, Yina has had her first interview at Centerville Bank and has acquired her NorthStar Digital Literacy Certification and real estate license in Rhode Island (where she is now actively working), a dream of hers even before she came to the United States. Since leaving Dorcas International, Yina has continued taking English classes at the Providence Public Library and will start an advanced Excel course for professionals this fall.

After just one year, Yina went from feeling lost to excited about her future in the United States. While these achievements have certainly been due to Yina's hard work and dedication, she credits her time at Dorcas International with giving her the skills to advance socially and professionally and helping her find the confidence to be the best version of herself.

We Love Our Community Partners!

We are deeply grateful to our community partners whose support and dedication to fostering a more welcoming community enable us to deliver essential services exactly when and where they are needed most. Volunteers, corporate or school donation drives, apartment owners renting to our new arrivals, in-kind support, and our donors—thank you!



How You Can Help



- **Donate Goods**—host a hygiene drive, refugee restart kit, clothing & shoes, gift cards
- **Volunteer**—individuals or groups, internships, various opportunities
- Housing—rent to refugees, 2, 3, 4 or 5 bedroom units
- **Donate Funds**—recurring donations, memorial gifts, dress down days, planned gifts
- Corporate Giving & Partnership—partnerships, sponsorships, volunteer groups
- Employ Clients—we have qualified clients who are ready, willing & able to work

"It's incredibly fulfilling to see the difference even small actions can make, and it's a great way to connect with people and give back to the community."

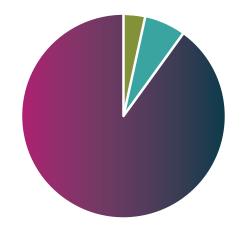


Statement of Activities

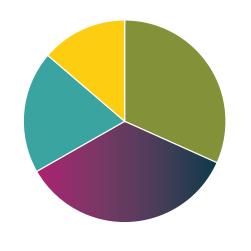
Years ending June 30, 2024 and June 30, 2023 (Unaudited FY24 financials and audited FY23 financials)

SUPPORT, REVENUES AND INVESTMENT RETURN WITHOUT DONOR RESTRICTIONS

SUPPORT AND REVENUE	FY 2024	FY 2023
Public Grants and Contracts	\$9,777,450	\$6,009,430
Foundation and Private Grants	349,821	586,385
Tuition and Earned Income	2,040,976	1,638,473
Contributions	631,953	642,422
Other Income	70,171	459,479
Investment Return	278,556	158,319
Net Assets Released from Restrictions	525,376	312,171
Total Support and Revenue	\$13,674,306	\$9,806,679
OPERATING EXPENSES		
Program Services		
Education	2,377,002	2,401,274
Social Services	5,109,821	5,381,936
Citizenship and Immigration	1,282,861	1,231,346
Interpretation and Translation Services	1,587,513	1,242,484
Supporting Services		
Management and General	841,154	1,437,462
Fundraising	441,641	255,647
Total Operating Expenses	12,858,453	10,101,700
Change in net assets without donor restrictions	815,853	295,021
Changes in net assets with donor restrictions	502,880	603,723
Net Assets, Beginning of Year	6,832,476	6,523,774
Net Assets, End of Year	7,145,449	6,832,476







PROGRAM SERVICES

Total	100.0%
Interpretation and Translation	13.7%
Refugee/Social Services	19.5%
Citizenship and Immigration	35.1%
Education	31.7%

Our Supporters

\$100,000 +

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\$25,000 to \$49,999

Anonymous

Timken Matthews Family Foundation Rhode Island Community Food Bank

\$10,000 to \$24,999

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